

What is claimed is:

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1. A method, comprising:
receiving customer information;
identifying a query based at least in part on the customer information;
outputting an indication of the query; and
receiving a verbal response to the query.
 2. The method of claim 1, further comprising:
analyzing the verbal response.
 3. The method of claim 1, further comprising:
identifying at least a second query;
outputting an indication of the at least second query; and
receiving a second verbal response.
 4. The method of claim 3, further comprising:
analyzing the second verbal response.
 5. The method of claim 1, wherein the customer information includes transaction information.
 6. The method of claim 5, wherein the transaction information includes information indicating that a purchase transaction is complete.
 7. The method of claim 5, wherein the transaction information includes information identifying the start of a purchase transaction.
 8. The method of claim 5, wherein the transaction information includes information from a current transaction.
 9. The method of claim 5, wherein identifying a query is based at least in part on transaction information from a previous transaction.

- 1 ✓ 10. The method of claim 5, wherein identifying a query is based at least in part on
2 customer information unrelated to the transaction.
- 1 ✓ 11. The method of claim 1, wherein identifying a query is based at least in part on
2 customer information identifying a particular customer.
- 1 ✓ 12. The method of claim 11, wherein the customer information identifying a
2 particular customer is identified by an attendant.
- 1 ✓ 13. The method of claim 1, wherein identifying a query is based at least in part on a
2 skill level of an attendant.
- 1 ✓ 14. The method of claim 5, wherein the transaction information includes at least one
2 of: (i) a type of transaction; (ii) an identity of the customer; (iii) a time; (iv) a price; (v) a
3 purchased item; (vi) an environmental condition; (vii) employee information; and (viii)
4 collected survey data.
- 1 ✓ 15. The method of claim 2, wherein analyzing comprises:
2 generating output data based on the verbal response to the query; and
3 categorizing the output data.
- 1 ✓ 16. The method of claim 15, further comprising:
2 identifying a second query based on categorizing the output data;
3 prompting an attendant to present the second query; and
4 receiving a verbal response to the second query.
- 1 ✓ 17. The method of claim 16, further comprising:
2 analyzing the verbal response to the second query.
- 1 ✓ 18. The method of claim 16, wherein analyzing the response to the second query
2 comprises:
3 generating second output data based on the verbal response to the second query;
4 and
5 categorizing the second output data.

1 ✓ 19. The method of claim 1, wherein outputting an indication of the query includes:
2 identifying an attendant; and
3 prompting the attendant to present the query.

1 ✓ 20. The method of claim 19, wherein prompting an attendant further comprises:
2 analyzing if the attendant properly presented the query.

1 ✓ 21. The method of claim 1, wherein receiving customer information is performed
2 using a portable computing device.

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1 ✓ 22. The method of claim 1, wherein receiving customer information is performed
2 using a point-of-sale terminal.

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1 ✓ 23. The method of claim 1, wherein receiving a response to the query comprises
2 selectively recording the verbal response.

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1 ✓ 24. The method of claim 1, further comprising:
2 determining an offer, the offer determined based at least in part on the verbal
3 response; and
4 presenting the offer.

1 ✓ 25. The method of claim 1, further comprising:
2 determining a plurality of potential offers, the plurality of potential offers
3 determined based at least in part on the verbal response; and
4 prompting an attendant to select a selected offer from among the plurality of
5 potential offers.

1 ✓ 26. The method of claim 25, further comprising:
2 presenting the selected offer to a customer.

1 ✓ 27. The method of claim 15, further comprising:
2 identifying a remediation response based on the verbal response to the query; and
3 instructing an attendant to present the remediation response.

1 ✓ 28. The method of claim 20, further comprising:
2 compensating the attendant for properly presenting the query.

1 ✓ 29. The method of claim 27, further comprising:
2 analyzing if the attendant properly presented the remediation response; and
3 compensating the attendant for properly presenting the remediation response.

1 ✓ 30. A method, comprising:
2 receiving first information;
3 identifying at least a first query based at least in part on the first information;
4 prompting an attendant to present the at least first query;
5 receiving a customer response to the at least first query; and
6 categorizing the customer response.

1 31. A transaction device, comprising:
2 a processor; and
3 a storage device coupled to the processor and storing instructions adapted to be
4 executed by the processor to:
5 receive input information;
6 identify a query based at least in part on the input information;
7 output an indication of the query;
8 prompt an attendant to present the query to the customer; and
9 receive a response to the query.

1 32. The device of claim 31, wherein the storage device further stores at least one of:
2 (i) a response database; (ii) a survey question database; and (iii) an employee database.

1 33. A medium storing instructions adapted to be executed by a processor to perform a method for conducting a survey, the method comprising: NOT 101
2
3 receiving customer information;
4 identifying a survey question based at least in part on the customer information;
5 outputting an indication of the survey question;

6 prompting an attendant to verbally present the survey question to the customer;
7 and
8 receiving a response to the survey question.

1 34. A transaction device, comprising:
2 means for receiving customer information;
3 means for identifying a survey question based at least in part on the customer
4 information;
5 means for outputting an indication of the survey question;
6 means for prompting an attendant to present the survey question to the customer;
7 and
8 means for receiving a customer response to the survey question.

1 35. A method, comprising:
2 receiving first information from a customer, the first information including at least
3 information identifying a first product;
4 selecting a query based at least in part on the information identifying the first
5 product;
6 prompting an attendant to present the query to the customer;
7 receiving a verbal response from the customer;
8 analyzing the verbal response to determine if a remediation response is required;
9 and
10 instructing the attendant to perform the remediation response.

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motivation
for the step